

**EMPLOYEES' COMPENSATION COMMISSION
OCCUPATIONAL SAFETY AND HEALTH CENTER**

PERSPECTIVE	STRATEGIC OBJECTIVES AND SUCCESS MEASUREMENT		FORMULA/SOURCE	WEIGHT	RATING SYSTEM	BASELINE DATA					PROPOSED TARGET
						PRIOR YEAR 1 2017	PRIOR YEAR 2 2018	PRIOR YEAR 3 2019	PRIOR YEAR 4 2020	PRIOR YEAR 5 2021	2022
STAKEHOLDERS	SO1	ENSURED SATISFACTION OF STAKEHOLDERS									
	SM1	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Satisfactory ÷ Total number of Respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	ECC: 99.5% OSHC: 97.9%	ECC: 92.7% OSHC: 95.2%	ECC: 87% OSHC: 95%	ECC: 90% OSHC: 99.7%	90% Satisfactory rating On-going	90% Satisfactory rating
	SM2	Increase number of Persons with Work-Related Disability (PWRDs) provided with rehabilitation services that are reintegrated to economic mainstream	Number of PWRDs with gainful employment and livelihood for the current year ÷ PWRDs provided with rehabilitation services from the previous year	15%	25% and above = 15% 22% to 24% = 10% Below 22% = 0%	26% 155 PWRDs reintegrated into the economic mainstream	34% 205 PWRDs reintegrated into the economic mainstream	30% 211 PWRDs reintegrated into the economic mainstream	30% 268 PWRDs reintegrated into the economic mainstream	26% 101 PWRDs reintegrated into the economic mainstream (as of Sept)	25% of PWRDs provided with rehabilitation services in 2021 reintegrated into economic mainstream
FINANCE	SO2	MAXIMIZED BUDGET UTILIZATION									
	SM3	Efficient Utilization of Corporate Operating Budget	Total disbursement (net of PS) ÷ Total DBM Approved Corporate Operating Budget (net of PS)	10%	All or nothing	ECC-82% OSHC-66%	ECC-73% OSHC-75%	ECC: 93% OSHC-92%	ECC: 72% OSHC: 62%	Not lower than 90% but not exceeding 100% (As of Sept.) ECC: 28% OSHC: 35%	Not lower than 90% but not exceeding 100%

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INTERNAL PROCESS	SO3	ENHANCED EC BENEFITS THROUGH POLICY ISSUANCES									
	SM4	Increase number of approved EC Policy Issuances to enhance benefits and improve services	Total number of EC Policy Issuances geared towards the enhancement of benefits and services	10%	(Actual ÷ Target) x Weight	13	8	5	7	8 (As of Sept)	5
	SO4	PROMPT AND FAIR RESOLUTION OF CASES									
	SM5	Efficient Disposition of Appealed Cases within the Process Cycle Time (PCT)	Number of cases resolved by the Commission either via Referendum or through Commission Meeting within the process cycle time ÷ Number of cases docketed as of 30 November	15%	(Actual ÷ Target) x Weight 0% = If less than 80%	100% (118/118) Appealed cases disposed within 20 working days	100% (103/103) Appealed cases disposed within 20 working days	100% (75/75) Appealed cases disposed within 20 working days	91% (51/56) Appealed cases disposed within the prescribed Process Cycle Time (PCT)	82% (80/97) Appealed cases disposed within the prescribed Process Cycle Time (PCT) (As of Sept)	100% Appealed cases disposed within the prescribed Process Cycle Time (PCT)
	SO5	INCREASED AVAILMENT OF REHABILITATION SERVICES FOR PWRDs									
SM6	PWRDs facilitated with rehabilitation services (PT/OT, prosthesis and skills & entrepreneurial training)	Number of PWRDs with valid requests provided with rehabilitation ÷ Total Number of PWRDs with complete documents	10%	All or nothing	102% 608/598	106% 694/656 PWRDs provided with rehabilitation services	100% 892 PWRDs with valid requests provided with rehabilitation services	100% 394 PWRDs with valid requests provided with rehabilitation services	100% 177 PWRDs with valid requests provided with rehabilitation services (As of Sept)	100% of PWRDs with valid requests provided with rehabilitation services	

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	SO6	IMPROVED AWARENESS AND CAPACITY IN PRIORITY AREAS									
	SM7	Increase the number of new batches for the Mandatory Occupational Safety and health (OSH) Trainings for Safety Officers conducted	Actual number of batches provided for Safety Officers in compliance with R.A. No. 11058	5%	All or Nothing	214 batches of OSH Trainings	163 batches of OSH Trainings	284 batches of OSH trainings	89 batches of OSH trainings	464 batches of OSH trainings (As of Sept.)	500 batches
	SO7	EFFICIENT DELIVERY OF TECHNICAL SERVICES									
	SM8	Percentage of technical services completed within the process cycle time (PCT)	Number of Technical Services completed within PCT ÷ Total number of Technical Services with valid request	10%	(Actual ÷ Target) x Weight 0% = if less than 95%	100% of technical services processed within 30 working days	100% of technical services processed within 30 working days	100% of technical services processed within 20 working days	100% of technical services completed within the prescribed PCT	100% of technical services processed within 20-day Process Cycle Time (PCT)	100% of technical services processed within 20-day Process Cycle Time (PCT)
	SO8	MAINTENANCE AND IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM									
LEARNING AND GROWTH	SM9	Improve Quality Management System	Actual Accomplishment	5%	All or nothing	ECC and OSHC passed the Recertification Audit compliant to the requirements of the ISO 9001:2015	ECC and OSHC passed the 1 st Surveillance Audit and Recertification Audit compliant to the requirements of the 9001:2015	ECC and OSHC passed the Surveillance Audit compliant to the requirements of the ISO 9001:2015	Passed Recertification Audit on ISO Certification 9001:2015	Pass surveillance audit on ISO certification 9001:2015	Pass surveillance audit on ISO certification 9001:2015

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	SO9	DEVELOPMENT OF HUMAN RESOURCES CAPABILITIES									
	SM 10	Percentage of Employees with Required Competencies Met	Competency Baseline 2022 - Competency Baseline 2021	5%	All or nothing	Establish Competency Baseline of the Organization	80% Attainment of the organizational and core competency gaps of ECC and OSHC staff	100% of ECC and OSHC employees meet the required competency levels for organizational and core competencies	Improved competency of the Organization based on the 2019 year-end assessment	Improvement on the competency of the Organization based on the 2020 year-end assessment	Improvement on the competency of the Organization based on the 2021 year-end assessment
	SM11	Integration of ECC and OSHC Structure, Operations, Systems, and Procedures	Actual Accomplishment	5%	All or nothing	N/A	N/A	N/A	N/A	Submission of Complete Documentary Requirements for Proposed Restructuring Plan	Submission of Documentary Requirements for Proposed Restructuring Plan
		TOTAL		100%							

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